

ENERGY AND WATER UTILITIES REGULATORY AUTHORITY
(EWURA)

COMPLAINT NUMBER: NP.71/135/65

BETWEEN

MATONDO K. MPONEJA.....COMPLAINANT

AND

TANZANIA ELECTRIC SUPPLY COMPANY LIMITED.....RESPONDENT

ORDER

*(Made by the Legal and Corporate Affairs Committee of the Board of Directors
of EWURA at itsMeeting held at Dar es Salaam on the 1st day of August,
2019)*

THIS COMPLAINT is coming for final determination before the Legal and Corporate Affairs Committee of the Board of Directors of EWURA on the 1st day of August, 2019 for Orders that the Respondent be compelled to restore power connection at the Complainant's premises located at Malambo Ward, Bariadi Town in Simiyu Region.

The parties having reached a settlement on the matter, the Board **DOES HEREBY ORDERS** and declares that:

- a) the Complainant should pay the Respondent TZS 192,878.80 being charges for initial credit and service charges on or before 31st January 2020;

- b) the Respondent should restore power at the Complainant's house as soon as the Complainant makes full payment of (a) above; and
- c) each party should bear its own cost of the complaint.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 1st day of August, 2019.



.....
NZINYANGWA E. MCHANY
DIRECTOR GENERAL